



Safety Recall E04 - For Areas of High Absolute Humidity - UPDATE
Certain 2003-2008 Model Year Corolla and Corolla Matrix Vehicles
Certain 2003-2006 Model Year Tundra Vehicles
Certain 2002-2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

Updated – March 1, 2016

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall. Please check back frequently as this document will be updated.

This Safety Recall applies to owners of vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity, encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

On March 1, 2016, Toyota expanded Safety Recall E04 to include 2008 model year Corolla and Corolla Matrix vehicles.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

Q1a: What is the Inflator?

A1a: The inflator is a device contained within the airbag assembly. It contains solid propellant wafers which are ignited in the event airbag deployment is necessary. When ignited, the wafers expand into an inert gas, inflating the airbag.

Q1b: What is the cause of this condition?

A1b: The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Q1c: What is absolute humidity?

A1c: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q1d: How is humidity related to the condition?

A1d: The specific relationship of humidity to the operation of the inflator and the cause of improper airbag inflator performance and rupture is still under investigation.

Q2: What is Toyota going to do?

A2: Toyota notified all owners of vehicles covered by this safety recall except for those covered by the March 2016 expansion.

Toyota will begin notifying owners of vehicles covered by the March 2016 expansion beginning in mid-March, 2016.

Toyota dealers will replace the front passenger airbag inflator at **no charge** to the vehicle owner. (For certain models, the front passenger airbag assembly may be replaced.)

Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. However, the condition does not cause the airbag to activate when it should not. Also, the front passenger airbag is designed to inflate only in certain moderate to severe crashes.

Q4: What should you do?

A4: Toyota strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment to have your front passenger airbag inflator replaced free of charge. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

If you do not follow the instructions in the owner letter, you should not drive your vehicle.

Q5: Are there concerns with other airbags in the vehicle?

A5: No, this condition only applies to the front passenger airbag inflator. Other airbags in the vehicle are not affected by this condition.

Q6: Will Toyota disconnect the involved airbag or the other airbags in my vehicle?

A6: Toyota dealers have sufficient quantities of replacement parts to complete remedy repairs. Owners should promptly visit a Toyota dealer to receive their replacement airbag inflator and system check. Airbag assemblies are integral parts of the overall vehicle safety system and the integrity of the system should always be checked by drivers observing the dash mounted warning lights. Toyota dealers are not authorized to disconnect any airbag system as part of this Safety Recall action.

Q7: How is this Safety Recall related to other actions Toyota has taken regarding Takata front passenger airbag Inflator modules?

A7: Toyota has two separate recalls applicable to Takata front passenger airbag inflators. This Safety Recall (Toyota recall #E04) is applicable only to vehicles originally sold in, or currently/previously registered in, areas of high absolute humidity. The second Safety Recall (Toyota recall #DSF) involves the same model and model year vehicles in all other areas of the United States. The remedy is the same for both campaigns. The separate recall activities allow for priority parts allocation in the areas of elevated risk.

Q8: Are all vehicles involved in the Takata Front Passenger Inflator Recall Actions covered by this Safety Recall?

A8: No, this Safety Recall applies to owners of vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity, encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it will include Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands. Other affected vehicles are covered by Toyota recall #DSF.

Q9: Which and how many vehicles are covered by this Safety Recall?

A9: There are approximately 1,017,000 Toyota vehicles covered by this Safety Recall.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2008	622,000	Late December, 2001 - Late December, 2007
Corolla Matrix	2003 – 2008	96,000	Early January, 2002 - Mid-December, 2007
Tundra	2003 – 2006	106,000	Late July, 2002 - Late December, 2006
Sequoia	2002 – 2007	193,000	Early April, 2002 - Late November, 2007

Q9a: Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?

A9a: Yes. There are approximately 28,000 Lexus SC430 vehicles (certain 2002-2010 MY) covered by Lexus recall #ELG in the U.S.

Q10: How does Toyota obtain my mailing information?

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q11: Do I need my owner letter to have the remedy performed?

A11: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q12: What if I previously paid for repairs to my vehicle for this condition?

A12: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q13: What if I have additional questions or concerns?

A13: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.



Safety Recalls E04, DSF, F0L – Takata Unrepaired VINs for Dealers

Frequently Asked Questions

Q1: Why is Toyota providing unrepaired VINs to dealers?

A1: Toyota is making every effort to increase the completion rate for the Takata recall. Engaging dealerships in this effort is of vital importance. Toyota recognizes that dealers have local expertise for their market areas and need to know what unrepaired vehicles are in their area in order to provide assistance in our efforts.

Q2: How will Toyota provide unrepaired VINs to dealers?

A2: Toyota is developing an integration within the Service Opportunity Access for Retention (SOAR) system to provide unrepaired VINs and customer contact information to dealers.

Q2a: What if my dealership doesn't use SOAR today?

A2a: At this time, we can only provide this data through the SOAR system. However, SOAR is free to access for all dealers. If your dealership would like to obtain access, find and click the SOAR link on the Service menu in Dealer Daily and follow the instructions to sign up. Note that SET dealers are not involved in the SOAR program.

Q2b: What if I don't have access to SOAR?

A2b: If your dealership is not a current SOAR user, please contact the Dealer Daily administrator within your dealership to gain access. Only users who have a business need to access the data within SOAR should be provided access.

Q3: Are there any special conditions or terms of use involved with this data?

A3: Yes, each time a dealer accesses the data in SOAR, they will be required to agree to a series of terms and conditions. The use of this data is strictly prohibited for any purpose other than contacting customers about the incomplete recall on their vehicle. It cannot be used for marketing of any kind.

Q4: Can I download the data and provide to members of my dealership to reach out to customers?

A4: Yes, we encourage you to use the data to reach customers in your area for the purpose of informing them about an open recall. We ask that you keep in mind that Terms and Conditions state that you may not load this data into any other database and you may not retain the data for longer than is necessary to reach out to customers for that purpose.

Q5: Will I be able to use my OCPe National Business Partner (Epsilon, AutoPoint, Gulf States Marketing) to reach out to customers in my area?

A5: Yes. A similar integration with National Business Partners which exists today in SOAR will be available for the Takata unrepaired VINs.

Q5a: Can I provide the data to other Third-Party Vendors?

A5a: Yes, but any Third-Party Vendor which receives this data must be contractually bound in writing to the same Terms and Conditions which dealers agree to when accessing the data.

Q6: Will Toyota purge the list of unrepaired VINs in my area as they are repaired?

A6: Yes, each night SOAR will be purged of any VINs for which repair warranty claims were received on the previous day.

Q7: What data will be available in SOAR?

A7: VIN, customer name, address, phone number, and email address. Note that phone number and email address may not be available for all VINs.

Q8: What can I send to customers to notify them about their open recall?

A8: Toyota has created specific templates. Dealers MUST use these templates for all communications. These communications have been designed so that dealers can incorporate their own logo, contact information, and links to online scheduling systems.

Q8a: Where can I obtain the communication templates?

A8a: Communication templates will be available within SOAR for download.

Q8b: Can I change the content of the templates?

A8b: No. These specific templates have been reviewed as part of the National Highway Traffic Safety Administration's (NHTSA) Coordinated Remedy Program. Consistent messaging in communications about the Takata recalls is important. Dealers should not change the content of the template aside from adding their dealer logo and contact information. Links to online appointment scheduling can be added as well as service hours if desired by the dealer.

Q9: What are the terms and conditions of use?

A9: Terms and conditions are shown below. Dealers will be required to agree to these terms and conditions each time they access this data on VINs with unrepaired Takata inflators in SOAR. Failure to adhere to any of these terms can result in being denied access to unrepaired VIN information.

I (in my capacity as a representative of my dealership, and in my individual capacity) specifically agree and acknowledge that:

- a. I am authorized to download and use the Recall Customer Data solely in connection with Toyota, Lexus, and Scion recalls and only to call Customers or send Customers direct mail or email reminders to notify them there is an open recall for their Toyota, Lexus or Scion vehicle (the "Permitted Purpose").
- b. Recall Customer Data means customer first and last name, physical address, phone number, email address and VIN associated with an open recall.
- c. I will not use any Recall Customer Data information for marketing of any kind and I will not include any sales, service or other retail marketing messages in recall reminder communications.
- d. I understand that all Recall Customer Data is confidential and proprietary to Toyota Motor Sales, U.S.A., Inc. and its designees ("Toyota"), and I shall not disclose it to any person or entity, unless approved in advance and in writing by Toyota.
- e. I shall protect and will not share my access credentials to this Recall Customer Data with anyone (other than, if necessary, with our dealership's systems administrator solely for the limited purpose of supporting the Permitted Purpose).
- f. I will not access or use this Recall Customer Data for unauthorized, fraudulent or malicious purposes, or in a manner that could damage, disable, overburden or impair any of the systems in which the Recall Customer Data is being provided.
- g. I understand that storage of the Recall Customer Data within any database or other methodology (including on printed materials) for any activity beyond the Permitted Purpose is prohibited. In particular, none of the Recall Customer Data shall be shared, stored, published, sold or used for any marketing purposes (including not used to 'cleanse' or validate information in any marketing or customer database).
- h. I understand that retention of the Recall Customer Data must not exceed a period of time necessary to ensure completion of the applicable open recall.
- i. I am authorized to share the Recall Customer Data with third party vendors acting on behalf of my dealership solely for the Permitted Purpose so long as each such vendor complies with these same limitations and restrictions that apply to me and my dealership (and has committed to do so under a binding written agreement).
- j. I will follow all other specific instructions that Toyota may issue from time to time about the use of the Recall Customer Data.



Mobile Repair Program

Available for Vehicles Involved in Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C

Customer Frequently Asked Questions

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In our continuing efforts to maximize completion rates for Takata Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota is allowing dealers to participate in a Mobile Repair program for these Safety Recalls.

We are providing the following information to help with customer inquiries regarding details specific to this program.

Background

TMNA is now enabling dealers to perform Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C on all vehicles affected by these specific campaigns in the field (e.g., at customers' homes, used car lots, vehicle auctions, etc.). Only the specific Safety Recalls identified are eligible for mobile repair. All other recalls and warranty repairs, including Takata recall designations not specifically listed in this notice, are ineligible for mobile repair under this program.

Q1: *What is the dealership Takata mobile repair program?*

A1: Toyota will allow dealerships to repair vehicles outside of their dealership, for customer convenience, in places such as used car lots, vehicle auctions, and customers' homes. This program is the result of feedback from customers who cannot, will not, or are unable to bring their vehicles to a dealer for repair.

Q1a: *How will the mobile repair process be initiated?*

A1a: Dealers are responsible for determining if they wish to perform mobile repairs under the program. This decision will be made based on factors such as customer distance from dealership and multiple attempts to schedule a customer repair.

Q2: *Will I be responsible for the cost of these repairs?*

A2: Your authorized local Toyota dealer will perform these repairs at **NO CHARGE** to you.

Q3: *My vehicle is involved in a Takata recall, but my dealer will not perform the repair outside of the dealership?*

A3: Not all dealers are participating in the mobile repair program, and not all Takata recalls are eligible for mobile repair due to repair complexity. It is up to the discretion of the dealers participating in the mobile repair program if they can perform a mobile repair on your vehicle. (

Q3a: *Are all models in the certain Takata Safety Recalls available for mobile repair (DSF, E04, F0L, J0A, J0B, and J0C) eligible for repair in this program?*

A3a: All vehicles covered by certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C) are eligible for mobile repair in this program.

Q3b: *Where can I find more information about the Takata recalls and the affected vehicles involved?*

A3b: Customers can also find additional information on the Takata recalls by visiting www.toyota.com/recall/takata.

Q4: Will my vehicle need to be taken to the dealer for repair under this program?

A4: In limited circumstances, your vehicle might need to be brought to the dealership if certain vehicle conditions are found that cannot be handled remotely.

Q4a: Will I be responsible for the costs of the recall remedy if my dealership determines that they cannot perform the repair?

A4a: No, your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership.

Q5: My SRS malfunction indicator light is illuminated, and/or other diagnostic trouble codes are set; will this repair correct this condition?

A5: This repair may not correct your malfunction indicator light illuminated condition, and/or other diagnostic trouble codes set. This could indicate a different problem with your airbag system. Your dealer will advise you about these non-recall related conditions before performing the repair. In some cases, depending on the condition, your dealer may not be able to perform the recall through mobile repair. You should take your vehicle to a dealership to determine the cause of the condition and have it repaired, if necessary, to assure proper operation of your airbag system. The recall remedy will be FREE to you, but repair of other conditions will be your responsibility.

Q6: If my dealer cannot perform mobile repair, how can I get this important Safety Recall completed?

A6: Your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership. Your dealer can offer other convenience options such as towing, pickup and delivery, and/or rental.

Q7: How can I request mobile repair?

A7: If your local authorized Toyota dealer is part of the program, they will inform you if they can perform the repair outside their dealership facility.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.